



TECHNICAL SERVICE BULLETIN

8F35 Transmission - Shudder/Buck/Jerk While Driving Up To 35 MPH (57 Km/H) - Built On Or Before 11-Mar-2021

21-238904 November
2021

This bulletin supersedes 21-2081. Reason for update: Concern Carryover to New Model

Model:

Ford 2019-2021 Edge	Transmission/Transaxle: (8F35)
Lincoln 2019-2021 Nautilus	Transmission/Transaxle: (8F35)

Summary

This article supersedes TSB 21-2081 to update the vehicles affected.

Issue: Some 2019-2021 Edge/Nautilus vehicles built on or before 11-Mar-2021 and equipped with a 8F35 transmission may exhibit a shudder/buck/jerk while driving up to 35 mph (57 km/h). This may be due to the software in the powertrain control module (PCM). To correct this condition, follow the Service Procedure steps to reprogram the PCM and the transmission solenoid strategy.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2019-2021 Edge/Nautilus
- Built on or before 11-Mar-2021
- 8F35 transmission
- Shudder/buck/jerk while driving up to 35 mph (57 km/h)

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2019-2021 Edge/Nautilus 8F35 Transmission: Reprogram The PCM/TCM And Update The Transmission Strategy Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212389A	0.9 Hrs.

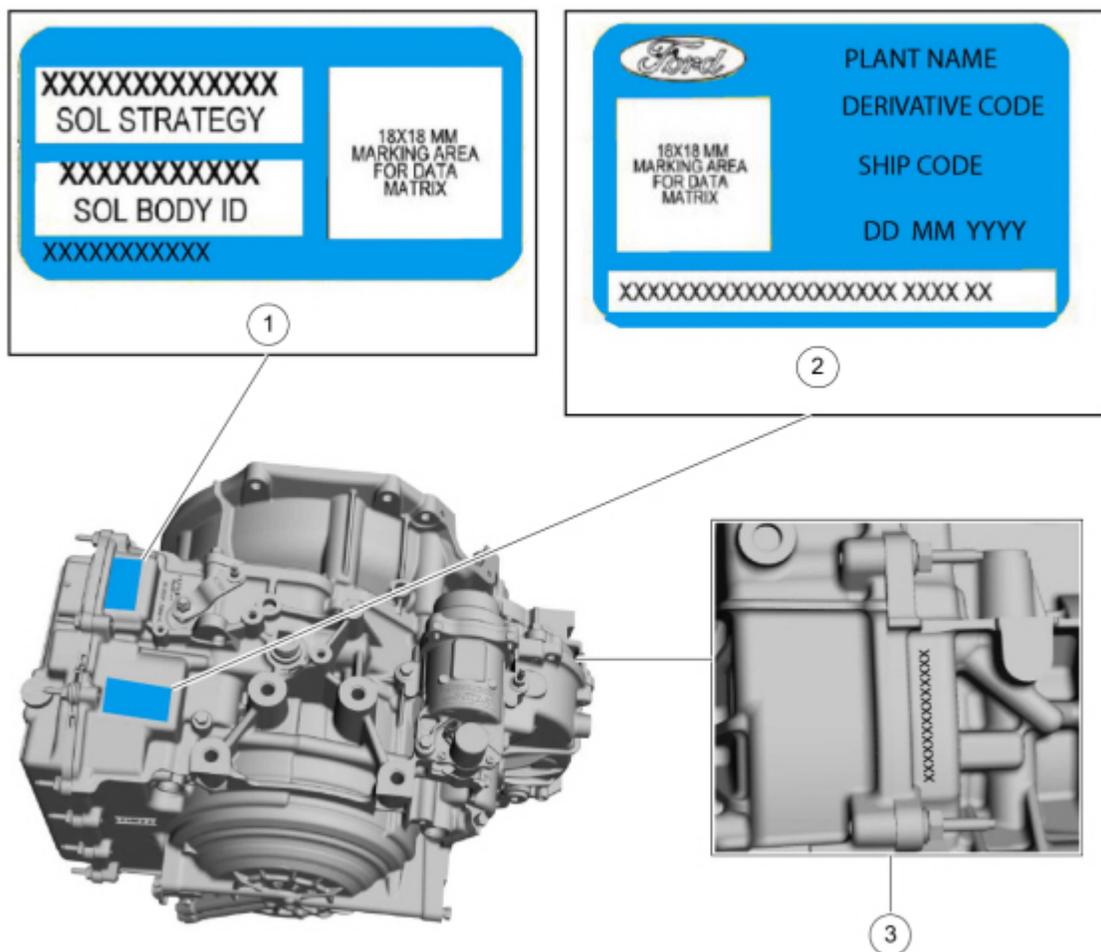
Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

1. Reprogram the PCM using the latest software level of the appropriate Ford scan tool.
2. Identify the transmission solenoid strategy number located on the transmission case. (Figure 1)

Figure 1

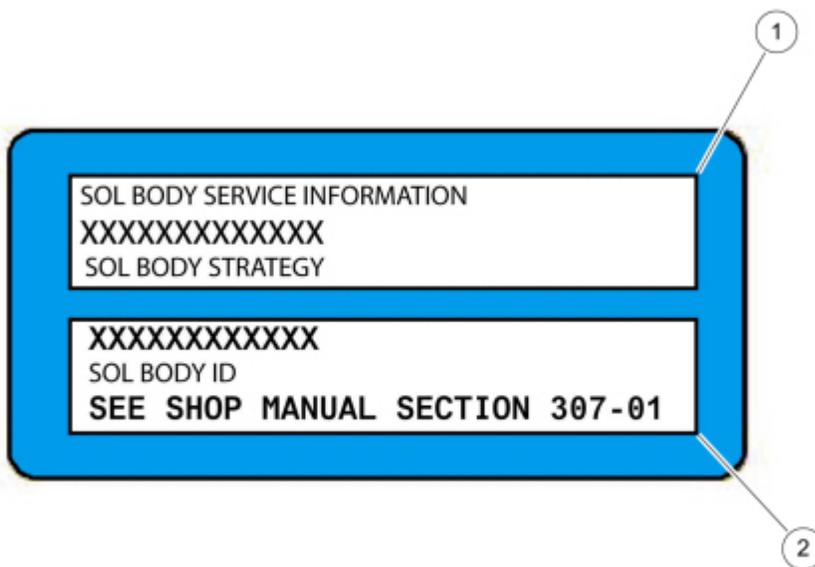


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3. Utilizing the transmission solenoid strategy 13-digit number, reprogram the solenoid strategy following the Transmission Strategy Download procedure. Refer to Workshop Manual (WSM), Section 307-01A.

(1). For vehicles that have a solenoid strategy replacement sticker installed, select the routine titled Main Control Replacement to complete the procedure. Refer to Figure 2 for replacement sticker verification.

Figure 2



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(2). For all other vehicles select Module Replacement PCM/TCM.

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.

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